

WSMA / WSMGMA - Practice Informatics Survey: Practice Management Systems and Electronic Medical/Health Records

June 13, 2005 Final Findings

The Washington State Medical Association and the Washington State Medical Group Management Association are collaborating to gather information on the adoption of electronic technology in physicians' practices in Washington. We would appreciate your cooperation by answering these few questions.

Practice Size & Specialty

1. How many physicians and midlevel practitioners are in your practice?





2. What is your practice's primary specialty?

Responses – Ranked by Frequency
39 - Family Practice
16 - OB/GYN
16 - Orthopedics
10 - Multi Specialty
9 - Pediatrics
8 - Gastroenterology
8 - Ophthalmology
7 - Internal Medicine
7 - Primary Care
5 - Cardiology
5 - Dermatology
5 - Urology
4 - Pulmonary
3 - Allergy
3 - ENT
3 - Nephrology
3 - Radiation Oncology
2 - Medical Oncology
2 - Neurology
2 - Otolaryngology


2 - Psychiatry
2 - Radiology
1 - Anesthesia
1 - Cardiothoracic Surgery
1 - Cardiovascular and thoracic surgery
1 - Colorectal surgery
1 - Cosmetic surgery
1 - General Surgery
1 - Gynecology
1 - Interventional Pain Medicine
1 - Neonatology
1 - Neurosurgery
1 - Occupational Medicine
1 - OMM and Family Practice
1 - Oncology/Hematology
1 - Pain Management
1 - Pediatric cardiology
1 - Student Health
1 - Surgery
1 - Vascular Surgery

Internet Access

3. Does your clinical staff have access to the Internet?










		Number of Responses	Response Ratio
Yes		172	95%
No		10	5%
Total		182	100%

4. Does your administrative staff have access to the Internet?

		Number of Responses	Response Ratio
Yes		182	99%
No		1	1%
Total		83	100%

Practice Management Systems (PMS)

5. Which activities does your practice perform electronically, either through your PMS or other Internet service (as opposed to on paper, by mail, fax or phone calls)? (Check all that apply)

		Number of Responses	Response Ratio
a) Patient Appointment Scheduling		124	70%
b) Patient eligibility		135	76%
c) Authorization of services		90	51%
d) Referrals and Consultations		79	44%
e) Prescription renewals		36	20%
f) Laboratory test reports		79	44%
g) Accounts Receivable		108	61%
h) Billing and Claims Processing		172	97%
i) Other (Please Specify)		32	18%

Responses
Electronic Medical Records - 11
Accounting, Dictation, Transcription
Cash Receipts
Dictation By Template/Voice/Touch Key
Document Scanning And Retrieval
Health Record

Limitations Not Due To PMS - Due To Insurance Webs
Medical Records
Medical Records Document Management & Encounters
Minimal
Ordering MRI, CT & Viewing MRI, Ct And Reports
Radiology Pacs
Report B&O Taxes, SUTA Taxes, L&I Hours Worked

Some Like B & C Are Mixed Paper/Electronic
Surgery Scheduling
This Summer We Will Begin With An EMR
Through Dash Board Sponsored By NPN/PCMS
Transcription

Treatment Planning, Treatment Delivery
Use A Secure Medical Wide Area Network.
We Are Implementing Future Will Include Rx & Lab.
We Will Soon Be Doing All These Electronically

6. Which PMS product or vendor does your practice currently use?

Listed Alphabetically

		Number of Responses	Response Ratio
a) Eclipse		3	2%
b) Epic		2	1%
c) GE Centricity		35	18%
d) Horizon		27	14%
e) IDX Corporation (McKesson)		7	4%
f) Misys Healthcare		22	12%
g) NextGen		5	3%
h) Physician Micro Systems		5	3%
i) Prodata		1	1%
j) Vantage Med		7	4%
k) Vital Works		4	2%
l) WebMD Medical Manager		21	11%
m) Other (Please specify)		51	27%



Responses - Listed Alphabetically
A4 Health Systems
Alta Point
Alteer
Amicore, Inc.
Chart Connect
Chartcare
Doclinks (One Physician Only)
Eclinical Works
ECS
Electronic Healthcare Systems
E-MD's - 4
E-Medsys - 4
Executive Consulting Services
First Insight
FUSION RIS (By Merge Efilm)
Healthpro Legacy - 2
Horizon
IC-Chart (Integreat) EMR
Impac - 3
Impower1980

Inform
Intellidose & Meditech
Lytec Professional
Lytec
Maximeyes
Medical Management System - Systems Design
MEDICAL MANAGER NON WEBMD
Medinformatics
Meditech/LSS
Medpro
Megawest But Switching To GE In Sept
PCN
Practice Expert By Practiceone - 3
Practice Partner
Provider Advantage - Eligibility Verification
RIS Logic & Elligence
SYSTEMS DESIGN
Systems Unlimited
Telecom
Varis (Varian)
Wisner Martin Smart Practice

7. When did your practice acquire its PMS?

2003-2005	–	59
2000-2002	–	32
1997-1999	–	31
1994-1996	–	11
1991-1993	–	8
1990 or Earlier	–	19

8. Is your practice planning to replace or upgrade its PMS within the next 12 months?



		Number of Responses	Response Ratio
Yes		44	24%
No		137	76%
Total		181	100%

9. Is your practice planning to replace or upgrade its PMS within 2- 3 years?










		Number of Responses	Response Ratio
Yes		69	42%
No		97	58%
Total		166	100%

Electronic Medical/Health Record (EMR/EHR)

10. Does your practice currently utilize an Electronic Medical/Health Record?

		Number of Responses	Response Ratio
Yes		71	39%
No		109	61%
Total		180	100%







11. What are the major features and functions of an EHR that **are** or **would be** of most value to your practice? (Check all that apply)

		Number of Responses	Response Ratio
a) View: Problem List, Meds List, Test results		162	94%
b) Document the clinical encounter		162	94%
c) Clinical alerts and reminders		121	70%
d) Clinical decision support		88	51%
e) Attachment of images to chart notes		116	67%
f) Clinical templates		134	77%
g) Automatic drug interaction & allergy/intolerance check		122	71%
h) Formulary check		92	53%
i) Other (please specify)		35	20%

Automated Rx Refills And Follow Up Appointments
Automatic Generation Of A Consult/Referral Note
Calculate Time/Level Of OV (e.g. Is It 99212-13-14-15?)
Chronic Disease Registry
Coding Assistance to include OB Flow Sheet
Clinical Reporting
Coding Software to Verify Improve Coding
Connectivity To Labs, Pharmacy, Referring MD's Etc
Document Communications, Phone, Legal, Etc
Document Scanning
Ease of Use
Electronic Interface Of Lab, Radiology, Hosp Dicta
Electronic Lab & Script Ordering/Reporting
Eliminate Charting Hunting
Interact With Billing Software

Interfaces With The PMS Bidirectional
Lab & Rad Results, EKG's, Document Review, E-Rx
Manage Work Flow And Audit
Needs To Be Exchangeable With Other Software
No More Lost Charts
Order Entry, Speech Recognition, Health Maintenance
Patient Portal
Prescription Refills, Send Records
Quality Assurance Audit Functions
Quality Voice Recognition Transcription
Ques. 10 We Are Now Implementing New EMR.
Radiology Use Is Different From The Above Options
Referrals, Orders, Pharmacy Scripts
Scheduling And Recall
Tracking Data As In PECS

12. What benefits do or **would** an EHR provide your practice? (Check all that apply)

		Number of Responses	Response Ratio
a) Improve quality of care		134	77%
b) Reduce medical errors		116	67%
c) Improve clinical data		148	85%
d) Reduce practice operating costs		112	64%
e) Keep pace with changing technology		140	80%
f) Other (please specify)		20	11%



Allows Multi-Site Access- Work Distribution
Available space
Be User Friendly
Improve Clinical Data Reporting
Improve Operational Efficiency
Improved Communication Within The Practice
Increase Availability Of Clinical Information
Increase Efficiency For The Staff Via Access To Records
It's Great!!

One Stop Info Source
Overall Continuity Of Care
Reduce Staff Time Finding Charts, Improve Access
Reduces Paper Record
Resolve ongoing chart storage problem
Save Space, Time Looking For Charts
Save Staff Time
Statistically Track Outcomes

13. Is your practice planning to **acquire** or **replace** an EHR within the next 12 months?






		Number of Responses	Response Ratio
Yes		46	26%
No		130	74%
Total		176	100%

14. Is your practice planning to **acquire** or **replace** an EHR within 2- 3 years?

		Number of Responses	Response Ratio
Yes		60	39%
No		94	61%
Total		154	100%

15. If your practice has an EHR, which system do you use?

Listed Alphabetically

		Number of Responses	Response Ratio
a) ChartWare		0	0%
b) EpicCare Ambulatory		2	2%
c) GE Centricity*		9	10%
d) Logician*		8	9%
e) McKesson Horizon Ambulatory Care		2	2%
f) Misys EMR		4	5%
g) NextGen		2	2%
h) Physician Micro Systems		10	11%
i) Vantage Med Chart Keeper		1	1%
j) WebMD Clinical Chart		2	2%
k) Other (please specify)		48	55%

* - GE Centricity and Logician were offered as separate choices as they were previously independent products.



Responses – Listed Alphabetically
A4 Healthmatics
Alteer
Cerner Intuition EMR
Chart Connect - 8
Chart Logic - 3
Customized Cohesion Document Mgt S/W
Doclinks (Created By One Of Our Physicians)
Don't Have One Yet
eCast
eClinical Works
ELECTRONIC HEALTHCARE SYSTEMS
E-MDs - 3
E - MDs (Not Recommended)
Expressive Technology MD Dictate
FUSION RIS
Home Grown System

IC-Chart (Integreat)
Impac – 4
Intrinsiq
Last Word/Phamis
MedInformatics
Medinotes Charting Plus
Neodata
Oncochart
Partial Home Grown Version
Physician Developed - Office Specific
Practice Perfect (Was Known As Practice One)
Practice Xpert Clinical
Practicexpert (Formerly Practiceone)-Clinical EMR
PRAXIS
RIS Logic/Merge
Soapware, And Chartconnect
We Just Signed For GE Centricity

16. When did your practice acquire its EHR?

2003-2005	–	44
2000-2002	–	26
1997-1999	–	6
1994-1996	–	3
1991-1993	–	0
1990 or Earlier	–	2







17. What are the major barriers to implementing an EHR in your practice? (Check all that apply)

		Number of Responses	Response Ratio
a) Cost of EHR system		105	73%
b) Lack of support by clinical staff to transition to an EHR		44	31%
c) Lack of consensus on which EHR to acquire		33	23%
d) Lack of guidance on how to select an EHR		31	22%
e) Concerns over the security of clinical data		20	14%
f) Concerns over complexities of using an EHR		65	45%
g) Other (please specify)		40	28%

Ability To Interface CMR (Vm Chartkeeper) With EMR
Amount Of Time & Energy Required By Physician
Appropriately Trained It Staff To Maintain Network
Concerns Over Applicability For Derm/Mohs Surgery
Doctors Learning To Change
Ease Of Use
Finding A Product That Meets Various Practice Need
Functionality For Tracking Not Yet Available
Getting Implementation Right
Integration With Hospital Systems
Lack Of Administrative Support (Corp Policies, Etc)
Lack Of It Support When Implementation Happens
Lack Of Physician Support
Local Area Connectivity--Hospitals/Other Practices
Local Hospital Currently Not Using EHR
Making The Templates For Our Specialty
No Compatibility With Others

No Time To Even Look
None, We Have Our Own
Not Applicable
Not Ready To Purchase At This Time
Physician Resistance
Product Selection, To Go With Misys Or Not
Scanning In Back-Charted Data
Site Visit To See Practical Applications
Slows Physicians Down At First
Staff & MDs Can't Let Go Of Paper.
The First Step Is Always The Hardest
Time For Implementation/Training
Timing With Other Significant Initiatives
Training
Training Time And Learning Curve
Unable To View Several Tests All At Once
Unimpressed With Correspondence We've Seen So Far
Waiting For The Hospital To Choose So That We Can







18. Is your practice considering implementing any of the following options? (Check all that apply - some EHRs already contain these features)

		Number of Responses	Response Ratio
a) e-prescribing		73	58%
b) electronic chart "templates"		77	62%
c) PDAs (Personal Digital Assistants)		53	42%
d) voice recognition dictation		67	54%
e) web-based paperless charts		32	26%
f) Other		12	10%

Already using voice recognition software
Combine PMS/EHR so ICD-9 codes "cross over"
Looking at all options and technology
N/a
No
Paperless charts

Patient access through the internet for appt sched.
We all ready have these
We already do the rest
We have one doc using dragon more to follow
Wireless applications throughout
Wireless notebook

19. What information and resources would best assist physicians' practices regarding Practice Management Systems (PMS) and Electronic Medical/Health Records (EHR)? (Check all that apply)

		Number of Responses	Response Ratio
a) Assessing your "readiness" for a (new) PMS or EHR		73	48%
b) Evaluating the features of a PMS or EHR		115	76%
c) Selecting a PMS or EHR product		87	58%
d) Setup and implementation of a PMS or EHR		102	68%
e) Funding options for acquiring a PMS or EHR		87	58%
d) Other (please specify)		13	9%

Additional Costs Aside From EHR Purchase.
Evals Must Be Specialty Specific To Have Value.
Is An EMR Required, Why Not A Document Manager?
Funding Is High Priority
Money To Pay For One
None
Ongoing Support

Positive Physician Implementation Experiences
Scanning And Routing Old Records Into The System
Setup And Implementation Very Important
Support - Customization Of System - Learning Curve
Training Training Training
We Are Already Set Up And Using An EMR System